

CLAIMS

We claim:

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A³
1. A method for processing electronic messages, said method comprising:
receiving a message in an enterprise mail system, said message from a message
sender;
categorizing said message by selecting a first category entry from a category
database; and
creating a response message using said first category entry, said response message
including a response body defined in said first category entry and a set of
recipients defined in said first category entry.
2. The method of claim 1 wherein said recipient comprises a carbon copy
recipient.
3. The method of claim 1 wherein said recipient comprises a blind carbon
copy recipient.
4. A method for processing electronic messages, said method comprising:
receiving a first message into an enterprise mail system, said first message from a
first message sender;
storing said first message in a message database;

5 assigning a category entry from a category database; and
6 delivering said first message to a first enterprise mail system user, said enterprise
7 mail system user creating a template response message with said category
8 entry.

1 5. The method of claim 4 wherein assigning a category entry from a category
2 database is performed by a rule processor.

1 6. The method of claim 4 wherein assigning a category entry from a category
2 database is performed by said enterprise mail system user.

1 7. The method of claim 4 further comprising:
2 providing a set of default message body sections for said response message.

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1 8. The method of claim 7 wherein one of said set of default message body
2 sections comprises a salutation.

1 9. The method of claim 7 wherein one of said set of default message body
2 sections comprises a body header.

1 10. The method of claim 7 wherein one of said set of default message body
2 sections comprises a closing.

1 11. The method of claim 7 wherein one of said set of default message body
2 sections comprises a footer.

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